

TRANSACTION SUPERVISORS' FORUM QUESTIONS & ANSWERS – MAY 2025

The following questions were submitted during the forum:

Question: The Employee Assistance Program (EAP) website links on the CalHR website appear to be broken or are directed to the Magellan Healthcare website that does not show our department among others in their selection box. Please advise.

Answer: Employees (EEs) must type in 'State of California' and then their official name of the department. We are working with Magellan to fix the issue and allow search capabilities. Also, if the link is broken, it might be they bookmarked the old link that is no longer being redirected. Encourage your EEs to bookmark the [Magellan Healthcare Employee Assistance Program \(EAP\) member website](#).

Question: How would we know if we submitted a Garnishment Request incorrectly through ConnectHR?

Answer: ConnectHR will provide an opportunity for human resources staff to review the submission, and they will also receive a confirmation email with a summary of the Garnishment.

Question: When will the Garnishments come into effect after submitting them through ConnectHR?

Answer: Most Garnishments come into effect within 10 calendar days after the Garnishment was served. However, if a Garnishment is considered a "Jeopardy," then the effective date is the date it is served.

Question: What is the cutoff date for Garnishments to be processed by the Monthly Payroll Cutoff when submitting them through ConnectHR?

Answer: Garnishment transactions submitted through ConnectHR can be keyed daily at any time. Every day there is a payroll cycle, at about 5 p.m., all Garnishment transactions that were keyed into ConnectHR will be processed during the payroll cycle. Transactions keyed after the Monthly Payroll Cutoff will still be processed in the next payroll cycle but the deduction will not take into effect until the following pay period.

Question: Is this new feature only for Garnishments? When canceling or changing a Garnishment, a STD. 639 must be submitted, correct?

Answer: Yes, to both questions.

Question: How soon will the Garnishment be processed?

Answer: It will be established as long as there is a cycle day.

Question: Will we be able to key Garnishments for new child support in ConnectHR?

Answer: The Garnishment feature does not include Standard Form 639 CFS Garnishments.

Question: Regarding the Garnishment feature, will there be online training available for staff? Or a cheat sheet/guide we could share and potentially use for in-house training?

Answer: During the rollout of the Garnishment feature, affected ConnectHR users will receive a deployment email, which will include a User Guide on how to locate the feature.

Question: Will the positive pay system be based on a clock-in/clock-out system? If so, how will that be implemented throughout the state as some Memorandum of Understandings (MOUs) state no clock-ins required?

Answer: As the Project Team begins the design phase for the new system, scheduled to start next year, more department specific details will be available regarding timekeeping functionality. The answer to this question may depend on the department, along with job requirements, needs, and MOUs.

Question: Is there a list of solutions that allow integration with the new system?

Answer: If this refers to current systems that departments have and how they will integrate, we have been working closely with departments to gather information on their current systems to find out what needs to be integrated into the new system.

Question: How will the California State Payroll System (CSPS) integrate with departments, like the California Department of Corrections and Rehabilitation (CDCR) that use BIS Payroll?

Answer: The CSPS Organizational Change Management Team has been working closely with departments to gather information on their current systems so we can find out what systems can, and will, be integrated for each department.

Question: Regarding Secure 2.0, is there an estimated timeframe as to when the training materials will be available?

Answer: Yes, we are aiming to have everything ready to roll out by July 1.

Question: How were employees notified of the Special Open Enrollment period?

Answer: Communication and information to send to staff was sent out to human resources offices. It is up to the departments to determine how to share that information with their staff.

Question: Is Pre-Tax Parking open for enrollment?

Answer: CalHR Pre-Tax Parking (ded-org code 361-001) employees can enroll at any time. The Third-Party Pre-Tax Parking Reimbursement Account Program does not have a specific enrollment period. An employee can enroll in this program at any time by completing the [CalHR 682 – Reimbursable Account Enrollment Form](#) and submitting it to their departmental personnel/accounting office.

Question: If an employee is out on a leave of absence, can they make Special Open Enrollment changes for dependent care when they return?

Answer: You can submit an appeal if the employee is aware of the accounts receivables for the retro enrollment.

Question: Regarding Special Open Enrollment, will they allow appeals for staff to enroll if they missed the deadline to submit the form?

Answer: We encourage forms to be submitted timely to prevent delays or accounts receivables (A/Rs) for the employees. Appeals are okay if you confirm that the employee is going to be aware of the A/Rs, because once an appeal is approved, we cannot retract it.

Question: We made a correction to an address that came up on the Affordable Care Act System (ACAS) compliance report; however, the error continues to show up on the report. How can we get this resolved?

Answer: Please reach out to acasupport@sco.ca.gov for assistance.

Question: Regarding the Affordable Care Act System (ACAS) compliance reports, we received two errors, but they are now blank in ViewDirect. Does that mean the issues have already been corrected?

Answer: Please email your inquiry, including the month(s) in question and your agency code, to acasupport@sco.ca.gov for assistance.

Question: We have been contacting Delta Dental monthly to ensure coverage for some employees (EEs) because they are experiencing issues. This has been occurring since January 2025 for our biweekly employees. Is there a solution or are we to keep calling Delta Dental monthly? We have also been informed by the plan provider that if we call on the first of the month, then we may need to call back on the 10th of the month. Is there a resolution?

Answer: We are actively working with the carriers to resolve this issue. Please feel free to send us an email at dental@calhr.ca.gov if you have any issues with the dependent dental coverage. Also, see below the important updates as of April 18, 2025, regarding the dependents being dropped from dental coverage:

When you come across a dependent who has been dropped from coverage, please take the following steps:

1. Check the EE's Pay History to ensure the EE is paying for the correct Party Code (PC).
2. Please contact SCO and request the representative to send a carrier copy of the STD. 692 form to Delta.
 - a. If the EE is paying for the correct PC and there is an immediate need for the dependent to access benefits, then please contact Delta and make the manual addition.
3. Around the 10th of the following month, please check the EE's account in Family Connect Portal to confirm that the dependent is showing active.

Question: If an employee is out on an S50, does the temporary time out count towards the 24-month restriction?

Answer: Please email the Dental mailbox at dental@calhr.ca.gov for clarification.

Question: Can an employee (EE) complete the disabled child forms now, if the doctors have already deemed that the child is considered permanently disabled?

Answer: Please send an email to DRV@calhr.ca.gov and provide the EE's name and Employee ID for further investigation.

Question: Can an employee add an adult-child dependent to health if the adult-child becomes disabled after 26 years of age?

Answer: An employee may be able to enroll a child as a disabled dependent if they are incapable of self-support due to a mental or physical condition which existed prior to age 26, and continuously since then. Additionally, the child must be enrolled in a CalPERS health and/or dental plan prior to turning 26. Please see the [CalPERS Enroll Family Members](#) webpage for more information.

Question: Do we contact CalHR if employees have coverage issues with vision?

Answer: Yes, please send an email to vision@calhr.ca.gov for assistance.

Question: Do we send STD. 700 forms to SCO for processing?

Answer: The State Controller's Office does not forward STD. 700 forms to Vision Service Plan (VSP). All dependent changes can be made by the employee through VSP or through the provider at time of service.

Question: Can excluded employees (EEs) use the Family Medical Leave Act (FMLA) in hourly increments?

Answer: Yes, with the assumption that you are referring to WWG E/SE employees. Although they use leave in whole days, they will still need to document the number of hours they were off for FMLA, even for a partial day absence.

Question: If an employee divorced last year and is just now deleting their spouse, do we have to send the ex-spouse the Consolidated Omnibus Budget Reconciliation Act (COBRA) letter? And if so, when would the 60-day window to enroll end?

Answer: If this happened last year, this would be an appeal. The effective date is the following month after the divorce is finalized, as this would be a mandatory deletion. The 60-day window starts from the date the divorce was finalized. Please send the divorce decree along with completed forms to the relevant program's inbox for review.

Question: What is the process for Premier Vision enrollment for Permanent Intermittent employees again?

Answer: Please review the [Benefits Administration Manual - Vision Care Program](#) for clarification.

Question: Can we submit a STD. 700 and a CalHR 774 together to enroll Permanent Intermittent employees in vision coverage?

Answer: You could submit STD. 700 to SCO and CalHR 774 to Vision Service Plan (VSP) simultaneously. The Premier Vision will not show up until the Basic Vision is established. Additionally, please do not send STD. 700 forms to VSP.

Question: What is the process on accounts receivables that have established after an employee has passed away? I was referred to the State Administration Manual (SAM) but that has no information on this specific issue.

Answer: You must follow the SAM for separated employees found on the [California Department of General Services](#) website. There is information pertaining to separation and next of kin.

Question: When will the Personnel Action Manual (PAM) for the retirement code corrections be updated?

Answer: The Personnel and Payroll Services Division is currently working on that. It is a very large undertaking, so we do not have a release date for that yet. However, we have done a complete reconciliation in the Payroll Procedures Manual (PPM), which has accurate Account Codes. Furthermore, recent Personnel Letters are useful for determining Account Codes.

Question: Now that there is a lift on Telework, is SCO open or able to come to agencies to conduct training?

Answer: Due to travel budget and other fiscal constraints, the Training team does not have any onsite training planned for this trimester. We continue to actively pursue our options to offer more well-rounded training delivery formats. We hope to be able to, soon, add an on-site training option to our training catalog again.

Question: Who updates the California Personnel Office Directory (CPOD)?

Answer: Human Resources offices are responsible for updating CPOD. You can update CPOD by submitting a [California Personnel Office Directory Update Form](#) through the SCO website.

Question: Is there any way that SCO could stop sending encrypted audio messages when responding to our calls? Our department is unable to open them. When we send the messages back to inform them of this, we usually do not receive a response.

Answer: The voicemails are attached so that the supervisors/managers can listen to the calls as several of them should be handled at the agency level. Also, it keeps our responses directly related to the call.

Lastly, the Statewide Customer Contact Center Payroll and Premium Pay teams do not send encrypted emails. You may need to contact the area who sends them to you.

Question: In the last Transaction Supervisors' Forum we were instructed to refrain from keying the 505 transactions referenced in Personnel Letter #25-003, and told there would be an amended letter released. When will the letter be updated and sent out?

Answer: The revised letter is moving through the review process now. The State Controller's Office has determined that no further corrections are necessary for those records that had Account Code corrections from Classic to PEPRAs or PEPRAs to Classic. This is because the employees paid the correct retirement contributions.

Question: Regarding telework stipends, with the mandated return to the office in July, stipends are to be dropped to \$25. To clarify, will all employees receive \$25 monthly or only those working one day remotely? And those with exceptions for additional telework, who are considered fully remote, will they continue to receive \$50?

Answer: Currently the pay differential remains unchanged, and employees are either office or remote centered. If the criteria changes, then a pay letter will be released.

Question: Can we request to establish accounts receivables through ConnectHR in the future?

Answer: Yes, this improvement is on our docket for consideration.

Question: What rule allows employees (EEs) to receive a Merit Salary Adjustment (MSA) after they have already separated? For example, EE separates April 16, 2025, and has a future MSA of May 1, 2025.

Answer: Please review the [Government Code 19839](#) for clarification. The code explains that a lump sum is paid to the employee as if they had taken time off but not separated from service.

Question: What section of the Payroll Procedures Manual (PPM) is the 505 codes in?

Answer: It is in Section H of the [PPM](#).

Question: For SCO Disbursements, what is the timeframe to request an image of the reverse side of the cashed warrant to determine who endorsed it?

Answer: On average it takes between three to four weeks from the date a warrant is reconciled/cashed before SCO Disbursements has access to the Paid Warrant Image. In cases where fraud may be suspected, please send an email to the Disbursements Post Issuance Unit Supervisor, Shanel Watts (swatts@sco.ca.gov), and copy the General Disbursements manager, Cameron O'Shaughnessy (coshaughnessy@sco.ca.gov). They may be able to work with the State Treasurer's Office to verify an image in the case of a forged warrant.

Question: Can the Civil Service ConnectHR Directory include the types of documents that pertain to each document type? Personnel Specialists receive lots of ding notices due to uploading documents to the wrong type in ConnectHR. The information on the sheet is too vague.

Answer: Thank you for your feedback. Please send your suggestion to PPSD HR Suggestions at ppsdhrsuggestions@sco.ca.gov.

Question: If a Personnel Specialist goes on a Training and Development (T&D) assignment, does that time constitute a break in service toward qualifying pay periods for bonus \$2,400 vs. \$4,800?

Answer: A T&D is not a break. However, it is a break for other movements.